

Position Description

Labor Category/FLSA: Non-exempt

_____ Current or X Proposed Specific Description

Date Prepared: 06/25/2003

Approving

Official:

Name: Carolyn B. Klym

Signature: Carolyn B. Klym

Title: Supervisory Human Resources Specialist

Position Title/Series/Grade: Program Support Assistant (OA) GS-303-7

DETERMINATION: PROGRAM SUPPORT ASSISTANT, GS-303-07.

REFERENCES: a. OPM PCS GLG for Clerical and Assistance Work, GS-303, dated June 1989. b. OPM/PCS GS-303, dtd Jan 79, c. OPM/PCS GS-326, dtd August, 2002

SERIES AND TITLE DETERMINATION: This position involves performance of various specialized office support and miscellaneous clerical and assistant duties. These duties require a knowledge of the procedures and techniques involved in carrying out the work of the organization and involves application of procedures and practices primarily within the framework of established guidelines. Thus, the position meets the series definition for reference 2-1 (GS-303) above and is given the descriptive title of Program Support Assistant.

GRADE DETERMINATION: Since reference 2-1 does not contain grade level criteria, reference 2-2 is used in grade determination. Grade level criteria include.

A) Nature of assignment -- Work consists of specialized duties with continuing responsibility for projects, questions or problems that arise within specific program areas, and serving as central point of contact within the defined areas (e.g., office administration to statistical information, service and equipment contracts, supply and information processing) to provide authoritative explanation of requirements, regulations and procedures. Incumbent applies a practical knowledge of the operations, terminology, regulations, and peculiarities of the office to which assigned. This type of work compares favorably to the GS-7 level in terms of scope and complexity of assignments.

B) Level of responsibility -- Receives assignments in terms of objectives, priorities and limitations. Incumbent independently completes assignments in accordance with accepted practices and procedures, consulting the supervisor only on controversial matters. Completed work is evaluated for soundness of judgment, initiative and accomplishment of objectives. This level of responsibility is considered a substantial match to the GS-07 level. In summary, position is equated to the GS-7 grade level.

FLSA DETERMINATION: Non-exempt 5 CFR 551.203(b).

Installation: National Institutes of Health, Bethesda, MD
Title: Program Assistant (~~Secret~~) (CA)
Occ Series: 303
Pay Plan: GS
Grade: 7

Introductory Statement: The Division of Property Management (DPM) serves all of the NIH Community by providing support for renovations, new construction and maintenance of existing facilities, utilities and grounds. The Division provides professional leadership for the engineering programs of the National Institutes of Health (NIH). The scope of DPM operations is such that the effectiveness with which they are carried out has a major and direct effect on the worldwide biomedical research programs of the NIH. In addition to the main facilities at the Bethesda Campus and in Poolesville, MD, NIH has facilities at Research Triangle Park, North Carolina, Rocky Mountain Laboratory in Montana and the Gerontology Research Center in Baltimore, MD.

This position is organizationally located within the DPM and the incumbent serves as a Program Assistant (Office Automation) in any offices or organization within the Most Efficient Organization (MEO) as determined by ORF/DPM management as part of the A-76 process. Those offices or areas of the MEO include the Office of the Chief, MEO, Maintenance Support Team and any subordinate office thereof including the Facility Maintenance Team, Customer Operations Team and the Electronic Systems Support Team. It is the primary responsibility of the incumbent to provide secretarial, administrative, clerical, and information technology support to the office to which they are assigned.

Duties

Performs work of a general clerical, secretarial, or office support nature and/or provides direct support of an administrative area or technical program.

Coordinates with guidance administrative processes related to the operation of the assigned office, such as personnel, supply, and/or budget processes.

Performs secretarial duties in support of an individual, and in some cases, the subordinate staff of that individual as well, by performing general office work auxiliary to the work of the organization.

Receives, schedules, refers, and contacts members of the staff, agency, and persons outside the agency ranging from other government agencies to the general public. Acts as liaison to other

managers and staff within the organization and provides accurate advice on procedures, reports, requirements, and other matters necessary to implement the supervisor's policies, directives, and instructions. Informs them of the supervisor's views on current issues and programs. Formal clearances are required to manage outside contacts and their impact on programs. A significant amount of time is spent in public contact work because the program/mission of the organization is so interlocked with other organizations or agencies. Responds to administrative problems brought to the supervisor's attention by members of the staff or management officials outside the organization or outside the agency. Notifies the appropriate subordinate management officials of the need for information or recommendation, and either prepares the response or follows up to ensure a timely response by others.

Processes incoming and outgoing materials such as correspondence, reports, memoranda, and other forms of written communication. Performs the following types of duties: edits letters, composes letters and reports, reviews correspondence for accuracy and completeness, prepares public presentation outlines, and develops standard or form letters and replies to inquiries. Advises the supervisor of important office issues arising during the supervisor's absence, and brings significant items in reports, files, and correspondence services such as preparing a variety of recurring reports, reviewing outgoing correspondence for proper attachments, format, grammar, spelling, punctuation, completeness, accuracy, and compliance with administrative guidelines, correcting any deficiencies, or consolidating/coordinating submittals of information. Receives, sorts, and routes incoming mail per priorities and deadlines established by the supervisor. Establishes and maintains the office files plan; identifies categories or documents and electronic files, files documents, and retrieves documents upon request; makes disposition of documents per NIH administrative procedures and practices. Maintains file of policies and plans.

Performs office automation duties using such software applications as electronic mail, desktop publishing, calendar, spreadsheet, database, and/or graphics. Provides general office automation clerical services such as maintaining electronic files, solving operating or user problems, or utilizing advanced software functions. Proficient in electronic mail and calendar programs, such as Microsoft Outlook, word processing programs, such as Word and WordPerfect; spreadsheet applications, such as Microsoft Excel; database programs, such as Microsoft Access; and graphics programs, such as PowerPoint.

Schedules appointments, coordinates meetings, and/or schedules conferences. The incumbent arranges for meeting space, speaker, and support arrangements for large conferences. This includes the performance of such activities as writing letters to the speakers and participants, arranging hotel accommodations, transportation to and from the meeting site, social arrangements, and secretarial/clerical support. Independently determines staff that should attend meetings, or represent the organization at conferences. Such decisions are based on knowledge of the manager's views on such issues. Attends meetings, notes commitments made, informs staff of commitments, and calendar maintenance clerical services such as maintaining calendars and recording appointments, arranging for meeting and small conference administrative details, or following up on action items with appropriate staff members independently. Determines audiovisual equipment requirements and makes arrangements to have equipment on hand.

Prepares minutes of meetings; finalizes draft minutes; when approved by the supervisor, publishes and distributes minutes per deadlines established by the supervisor.

Obtains and monitors the use of services, supplies, or equipment for the office. Consolidates equipment or service requests from various offices. Ascertains the needs of subordinate offices and coordinates the purchase of equipment and services to meet the organization's needs. Studies the various offices to determine usage and needs and merges needs into one recommendation for the organization as a whole. Subsequently, acquires the equipment and services using procedures to procure, authorize, control, and justify these purchases. Provides general office supply and equipment support services such as obtaining standard office supplies and services, procuring or justifying the full range of office services, or answering questions concerning policies and procedures related to support/office services.

Maintains office environment, supplies, and equipment in an orderly manner.

Performs work in direct support of an administrative area such as human resources, budget, procurement, purchasing, management analysis, or operating program analysis. Provides clerical, assistant, or technical level support from within an Administrative Office or from within a functional component such as the Human Resources Office, the Budget Office, the Purchasing Office, or a comparable setting.

Performs and coordinates work in support of human resources management which requires knowledge of the terminology, requirements, procedures, and functions or personnel management.

Performs and coordinates clerical, assistant, or technician level work in support of an employee development function. Performs standardized support work to process training requests and contracts, such as assisting with locating sources of training, ascertaining that employees meet course pre-requisites, etc. Performs a wide variety of nonstandard support duties, such as determining whether proposed training will affect employee qualifications, or recommending additions to the annual training needs survey. Enters training request data into the NIH Internal Training System. Makes travel arrangements, reservations, and accommodations in support of training. Assists with timely filing of travel documents and vouchers upon supervisor's return to duty. Takes advantage of training opportunities for professional self-development, with concurrence of supervisor.

Performs clerical level work in support of a personnel action processing function. Processes the full range of personnel actions including those of a novel or unusual nature, such as special appointment or detail actions.

Performs clerical or technical program support work to a variety of technical and/or program specialists in support of the line programs of an agency.

Performs program support functions for one or more agency programs.

Performs general program support work such as the collection, compilation, research, and/or tracking of data and program information.

Maintains confidentiality of personnel actions and sensitive personnel information, to include Privacy Act information.

Performs timekeeper duties as assigned, to include recording time and attendance, requesting leave, and resolving any pay or leave problems.

Performs work involving the collection, compilation, and/or tracking of data and statistical information in support of an organization's program operation. Updates data in one or more databases. Organizes data, checks it against what is already in the databases, and verifies data when necessary. Performs database file searches. Receives and processes documents and reports in accordance with established procedures. Reviews documents and reports for completeness and enters pertinent information into an automated tracking system. Receives and processes documents and reports in accordance with established procedures. Uses software applications to draw information in order to prepare/assist in preparation of reports. Prepares, executes, and/or tracks program specific information, such as FOIA requests, congressional inquiries, grants, cooperative agreements, and/or IAGS/contracts within an organizational unit. Evaluates documents.

Enters pertinent information into an automated tracking system. Assists in the planning, review, and reporting of data/statistical results of program/project studies. Establishes protocols for incoming data, organizes computerized data sets, and retrieves computerized data. Performs a basic analysis of the data and generates a variety of reports. Serves as the point of contact with lead responsibility for a particular database. Provides assistance to staff in designing, developing, and administering the office's automation and data processing systems. Creates and maintains databases, spreadsheets, and other computer files.

Performs clerical or technical supply support work necessary to ensure the effective operation of ongoing supply activities.

Assists in the management of the office reference library of standards, criteria, and publications; catalogues publications; takes annual inventory to reconcile assets; controls loans/returns; and purchases new additions when directed.

Performs accountability duties or the more routing phases of property management including inventory of non-expendable property, reporting excess property, etc. Reconciles property record balances after completion of the property inventory. Corrects routine discrepancies to inventory records such as recording error or error in properly identifying equipment.

Operates computer systems, such as the Micromain 2000 CMMS System and Project Information System (PIN) used to receive, route, process and track work within the DPM and/or performs

data processing support and service functions requiring knowledge of data processing sequences, procedures, user and/or programming languages, computer requirements, and/or techniques associated with the development and design of systems.

Performs work related to the resolution of user hardware, software application, and/or system problems. Troubleshoots a wide range of user application problems. Serves as the focal point for all incoming and outgoing calls regarding hardware and software application questions and problems. Assists in the development and modification of automation projects. Collaborates on the modification of project design and specifications. Develops methods for the collection and retrieval of computer information from established systems to enhance analysis of program related data.

Provides basic computer training on data processing procedures and practices used in the organization. Trains users on common data processing procedures such as procedures for retrieving standardize reports from various software applications.

Practical knowledge of technical methods to perform assignments requiring substantive training and/or experience, such as carrying out limited projects involving the use of specialized complicated techniques, and requiring analysis and developing preliminary or final conclusions. Knowledge of organization procedures and standards for completed assignments or documents. And, knowledge of the mission, function, goals, policies, and priorities of the agency and the organization as it affects the completion of assignments.

Supervision and Guidance Received

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists the employee with unusual situations, which do not have clear precedents. The employee carries out the successive steps and handles problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation. Completed work is usually evaluated for technical soundness, appropriateness, and conformity to policy and requirements. The methods used in arriving at the end results are not usually reviewed in detail.

Guidelines

Guidelines are available but are not completely applicable to the work or have gaps in specificity. The employee uses judgment in interpreting and adapting guidelines such as agency policies, regulations, precedents, and work directions for application to specific cases or problems. The employee analyzes results and recommends changes.

Complexity

The work includes various duties involving different and unrelated processes and methods. The

decision regarding what needs to be done depends upon the analysis of the subject, phase, or issues involved in each assignment, and the chosen course of action may have to be selected from many alternatives. The work involves conditions and elements that must be identified and analyzed to discern interrelationships.

Scope and Effect

The work involves treating a variety of conventional problems, questions, or situations in conformance with established criteria. The work product or service affects the design or operation of systems, programs, or equipment; the adequacy of such activities as field investigations, testing operations, or research conclusions; or the social, physical, and economic well being of persons.

Personal Contacts

The personal contacts are with employees in the same agency but outside the immediate organization. People contacted generally are engaged in different functions, missions, and kinds of work, e.g., representatives from various levels within the agency such as headquarters, regional, district, or field offices, or other operating offices in the immediate installation.

Also contacts members of the general public, as individual or groups, in a moderately structured setting (e.g. the contacts are generally established on a routine basis, usually at the employee's work place; the exact purpose of the contact is frequently unclear at first to one or more of the parties; and one or more of the parties may be uninformed concerning the role and authority of the other participants).

Contacts at this level are typically found in office where visitors and callers contact the office, or are contacted by the office for several different purposes, to find several different kinds of information, or to receive one of several different services.

Purpose of Contacts

The purpose is to plan, coordinate, or advise on work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes.

Physical Demand

The work is sedentary. Typically, the employee sits comfortably to do the work. Some tasks are repetitive in nature, so precautions must be taken to mitigate repetitive strain injuries. However, there may be some walking; standing; bending; carrying of light items such as papers, books, small parts; or driving an automobile, etc. No special physical demands are required to perform the work. Walking will include within and between buildings on the 300-acre Bethesda campus.

Work Environment

The work environment involves everyday risks or ergonomic discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, or libraries in a combination hospital and medical research facility. The work area is adequately lighted, heated, cooled ventilated, and cleaned.